General Administration



Purpose

The General Administration appropriation funds the administrative support and oversight staff of the Department. The General Administration team is responsible for fiduciary oversight for the \$6.28 billion budget and for program compliance and integrity for all state and federally funded programs administered by the Department.

Who Is Helped

The current staff of 282 employees provides leadership, management, and support for the delivery of quality human services to more than 973,223 individuals/families.

4,775 Field, CSRU, Facility and program staff responsible for actual delivery of service rely on General Administration for policy and technical expertise, support, and oversight.

Over \$5.9 billion (94 percent) of the \$6.28 billion DHS budget is paid to vendors, providers, and lowans in the form of provider claims, service/goods payments, and program benefits.



Services

General Administration is organized into seven divisions, as well as the Director's office. The divisions include:

- Iowa Medicaid Enterprise
- Mental Health and Disability Services
- · Adult, Children, and Family Services
- Field Operations Child Support Recovery Unit
- Data Management
- Fiscal Management
- Policy Coordination

General Administration staff:

- Design or update programs/service requirements to comply with state and federal law.
- Implement key services through DHS staff in the field or facilities or via community providers.
- Develop, monitor, and account for the budgets under more than 80 active appropriations, funds, and federal funding sources.
- Maintain and update web-based and mainframe based applications and 174 network connection points to support DHS offices in all 99 counties.
- Oversee direct service delivery by Field, CSRU, and the nine facilities.

IME: 32 staff are responsible for Medicaid and the new Iowa Health and Wellness Plan with a \$4 billion budget, and CHIP/hawk-i with a \$150 million budget; as well as oversight of nearly \$70 million in contracts and over \$4 billion in provider payments annually.

MHDS: 19 FTEs are responsible for the MHDS redesign planning and implementation, oversight of the 8 DHS facilities, accreditation of more than 240 community providers annually, and monitoring and oversight of 120 contracts with an annual budget of over \$12 million.

ACFS: 60 staff are responsible for policy and state/federal compliance for FA, FIP, PROMISE JOBS, CCA, Child Abuse, and CFS programs and over \$1.1 billion in contracts for basic services, CCA, and CFS.

Field: 25 staff are responsible for oversight of all field operations, abuse registries, record check evaluations for all employee applicants for lowa health care facilities and DHS staff, interstate compact on placement of children, help desks for case consultation and advice, quality improvement (Lean Business Process Improvement), and monitoring and oversight of nearly 410 contracts.

DDM: 138 staff and contractors support 100 management information systems and computer networks statewide, providing nearly 47,000 technical help desk inquiries annually, to ensure DHS systems and data security are maintained in accordance with all state and federal law.

Fiscal: 47 staff budget, monitor, and account for a \$6.28 billion budget, process nearly 1.5 million checks annually, provide service contract support for 1,568 DHS service contracts, coordinate all state and federal financial and program audits, manage the Department's federal cost allocation plan, and submit more than 175 required federal reports annually.

Policy Coordination Unit: 11 staff process over 8,700 appeals and nearly 4,700 exceptions to policy annually, manage and publish rules and the DHS employee manual, and provide public policy information as requested.

A complex chain of events is initiated by DHS General Administration when the Legislature or Congress passes a new law or changes existing law.

Legislature or Congress passes a new law or changes existing law relating to DHS services

Id program changes and requirements Program planning and design Write or revise rules Write new or revise employee manual May require vendor contract changes or creating RFP and procuring new vendor services

Id information systems changes Code, Test, Data conversion

Set up budget/account If new, estimate method for payment

Train staff Notify clients/providers

Implement
Pay bills
Monitor
performance
Answer
questions

These activities occur simultaneous with management of more than 120 current programs.

- ✓ General administrative staff comprise less that 6 percent of total DHS staff.
- ✓ Fiscal Management is responsible for a \$6.28 billion budget, including \$3.6 billion in federal funding from many different funding sources.

Goals & Strategies

Goal: Effectively Manage Resources

Strategies:

Implementation of State and Federal Law

- Implement state and federal law accurately and timely
- Assure program design and delivery are efficient and effective
- Ensure program integrity

Effective Budget Management

- Ensure cost management consistent with available resources
- Sustain or improve Federal Financial Participation

Customer Service

- · Pay providers timely
- Respond timely to client/provider appeals
- Respond timely the inquiries from stakeholders including the Legislature and the public

Resource Management

 Implement new ELIAS eligibility system and new MIDAS IME payment system

In SFY14:

- 100 percent state and federal changes to programs were implemented timely.
- DHS completed approximately 160,000 hours of changes in the management information systems used by DHS staff.
- DHS hosts 174 internally developed websites, averaging over 7.6 billion website hits per year.
- DHS achieved Iowa Medicaid savings of nearly \$49.5 million through program integrity cost avoidance or recoveries while maintaining essential healthcare services and provider rates.
- 100 percent of DHS operational budgets were managed without deficits or supplementals. However, 3% of DHS program budgets required additional funding to close the fiscal year.
- Overall DHS expenditures included approximately \$3.5 billion in federal funding – approximately 57.6 percent of all expenditures.
- DHS processed 100 percent of vendor payments within 45 days.
- DHS processed over 8,700 appeals and nearly 4,700 exceptions to policy.
- DHS prepared 1,545 responses to stakeholders including Legislators, Congressional delegates and others.
- DHS re-negotiated contracts for an integrated eligibility system and worked to re-procure development of a new MMIS. Support staff ensures program oversight, independent verification and validation, and high-quality procurement through comprehensive contracting processes and training.
- General administration staff facilitated the closure and shuttering of one DHS facility, ensuring confidential handling of records; distribution of assets; and establishment of on-going facility, maintenance, and security contracts.

Cost of Services

Accounting for less than 1 percent of the total DHS budget, General Administration provides the foundation and infrastructure for the management and efficient delivery of the state's human services programs.



Since SFY11, less than One Cent of each dollar in the total DHS budget is allocated to General Administration.

- ✓ Between SFY11 and SFY15, the General Administration budget has been less than 0.90 percent of the total DHS budget. The SFY16 General Administration budget request is just 0.84 percent of the total budget.
- ✓ A review of comparable human services' budgets from surrounding Midwest states reveals the typical administrative overhead range is 2.60 percent (MN) to 10.66 percent (KS).

Funding Sources

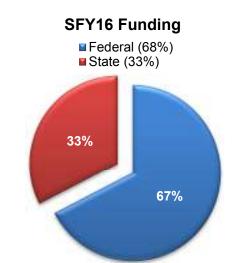
General Administration is funded by state general funds and federal funds, including a match via federal financial participation, Title IV-B, Social Services Block Grant and TANF (Temporary Assistance for Needy Families).

The total budget for SFY16 is \$49,398,127:

- \$33,169,098 (67 percent) is federal funding
- \$16,029,029 (33 percent) is state general fund

The total budget for SFY17 is \$50,183,292:

- \$33,594,487 (67 percent) is federal funding
- \$16,388,805 (33 percent) is state general fund



The General Administration budget has increased the federal share of funding from 59.7% in SFY11 to 67% in SFY16 & SFY17.

✓ General Administration manages the Department's federal cost allocation plan to ensure compliance with federal requirements while maximizing federal funding available to the state for human services programs.

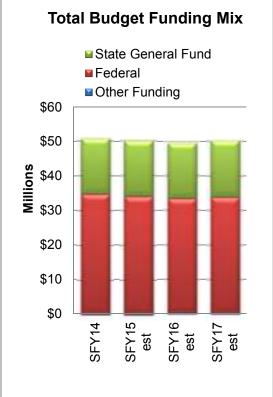
SFY16 & SFY17 Budget Drivers

The total SFY16 General Administration budget request reflects a \$43,273 (2.6 percent) general fund decrease from the SFY15 Enacted Appropriation.

The total SFY17 General Administration budget request reflects a \$316,503 (2.0 percent) increase from the SFY15 Enacted Appropriation.

The key budget drivers of the SFY15 increase are:

- Reallocate State Employee Retirement Incentive Program (SERIP) funds to Medical Assistance.
- The \$43,273 decrease in SFY16 is the net result of reallocating SERIP funding to Medical Assistance (\$410,561; 2.6 percent) and increased cost of service (\$367,288, 2.3 percent). The SFY17 budget request includes \$359,776 (2.2 percent) for increased cost of services.
- Increased DAS charges are \$274,406 (1.7 percent) in SFY16 and \$208,194 (1.3 percent) in SFY17. This includes new services for FMLA in SFY16 and training in SFY17, Utility and Market Services increases, and increased system use by ELIAS
- Increased cost of services for Corporate Technology and other support is \$92,882 (0.6 percent) in SFY16 and \$151,582 (0.9 percent) in SFY17.



Legal Basis

State:

Iowa Administrative Code, 441 IAC 11.11(1)(a)